

## **Processing – Frequently Asked Questions (FAQ's)**

1. How do I change my address? And, if I change my address in Employee Express today how soon will the change take effect?

You should use Employee Express to make the change. The change will be effective the beginning of the pay period after you input the change in Employee Express.

2. How do I access Employee Express?

You may access it by telephone or the Internet. The telephone number is 1-800-261-5507. Or, you may access it at [www.employeeexpress.gov](http://www.employeeexpress.gov).

3. Will changing my address through Employee Express automatically change the address on my savings bonds too?

No, changing the address on your savings bonds is a separate transaction. If your bond is for a single owner or co-owner you can make the change using Employee Express. If you have multiple owners/co-owners on a bond you cannot make the change in Employee Express. You must contact **Processing** for assistance.

4. How do I change where my paycheck is deposited? And, when will the change be effective?

You should use Employee Express to make the change. The change will be effective the beginning of the pay period after you input the change in Employee Express. **Note:** Please be sure to allow enough time for the change to become effective before you close the old account.

5. How do I submit a name change request?

You must send an e-mail or memo to your **Processing Assistant** requesting the change along with a copy of your new social security card or receipt of application from Social Security stating that you have requested the change. The name change will be effective the first day of the pay period following the receipt of the request. A 52 **does not** need to be completed.

6. If I change my tax withholdings, how much will my taxes be?

The effects of tax changes can vary from individual to individual based on their personal circumstances. Therefore, we recommend that you contact your tax advisor for completion of any tax withholding forms and the resulting impact the change will have on your paycheck.

7. What is a within-grade increase (WGI)?

A WGI is a periodic increase in your basic pay that moves you from one step to the next higher step in your grade. GS employees advance in their grades from steps 1 through 10. For employees on full-time or part-time work schedules, the waiting periods between steps are:

- 52 calendar weeks of creditable service to move to steps 2, 3, or 4.
- 104 calendar weeks of creditable service to move to steps 5, 6, or 7.
- 156 calendar weeks of creditable service to move to steps 8, 9, or 10.

8. Where is my Official Personnel File (OPF) located?

Your official personnel file is located at the Bureau of the Public Debt in Parkersburg, West Virginia.

9. What goes in my Official Personnel File?

Your Official Personnel File contains records the Government needs to make accurate employment decisions throughout your Federal career. These records provide the following information:

- Show your Federal appointment was valid (Examples: the Appointment Affidavit; the Declaration for Federal Employment).
- Verify your military service credit for leave, reduction-in-force, or retirement (Examples: the DD 214, Certificate of Release of Discharge from Active Duty; the Military Service Deposit Election).
- Establish your employment history – your grades, occupations and pay (Example: the Standard Form 50, Notification of Personnel Action).
- Record your choices under Federal benefits programs (Examples: the Health Benefits Registration Form; the Designation of Beneficiary under the Federal Employees' Group Life Insurance Program).